



Rohit Kumar <oooooot.koo@gmail.com>

## Your Amazon.in Inquiry

2 messages

Amazon.in <cs-reply@amazon.in>

Fri, Oct 9, 2015 at 7:45 PM

Reply-To: "cs-reply+A2LCFHDCP5GCEQ@amazon.in" <cs-reply+A2LCFHDCP5GCEQ@amazon.in>

To: Rohit Kumar <oooooot.koo@gmail.com>



Your Account | Amazon.in

### Message From Customer Service

Hello,

Thank you for reaching to Amazon Customer Service.

I understand that you are concerned about the Rs.20,000 transaction done on your card after when you have received a call from Amazon to share your card details.

Based on your request we have escalated this issue to our billing team and from the update we did not receive any transaction from the card you have mentioned.

I would request you to please contact your bank and file a charge dispute also i request you to register a complaint with your bank regarding your unknown charges done on your account they would be able to assist you better.

Thank you for contacting Amazon.

If you need help with any other query, please contact us by visiting the following link:

<https://www.amazon.in/gp/help/customer/contact-us/279-2671908-5084533?ie=UTF8&la...>

We're available 24 hours a day, 7 days a week.

Feel free to reach out to us.

I hope this helps. We look forward to seeing you again soon.

Warmest regards,

Pravallika

**Amazon.in**

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Rohit Kumar <t.k@gmail.com>

Tue, Oct 13, 2015 at 2:32 PM

To: "cs-reply+A2LCFHDCP5GCEQ@amazon.in" <cs-reply+A2LCFHDCP5GCEQ@amazon.in>

Hello Pravallika,

We have already contacted the bank and raised the charge dispute. The dispute was closed following a confirmation from Amazon as "transaction successful", received by bank.

The SMS update received from the bank has already been shared, and it seems, you people are not going through the mails properly.

You just write, whatever comes to your mind.

Shame !!

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**Rohit Kumar,**

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